

Samsung TVs | Medium | 2 min read

Samsung TV channels missing: how to retune Freeview and check your aerial

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If Freeview channels have vanished, or you see "No Signal" or a pixelated picture, retuning and checking the aerial usually solves it in the UK.

Retune the TV

Samsung's menu varies between models and years. On many TVs the path is:

1. Press **Home** and go to **Settings**.
2. Look for **Broadcasting** (some models call it **Channel**) and choose **Auto Tuning** or **Auto Program**.
3. Choose **Start** or **Auto Tuning** and follow the prompts. Pick **Aerial** (antenna) when asked, not cable or satellite.
4. Let the scan finish before pressing anything.

Samsung says the Broadcasting menu usually only opens while you are watching live TV, not while in an app or on an HDMI input. Press **Source** and choose **TV** first. If your menu looks different, check the e-Manual.

Make sure the TV is not in demo mode

A TV set to retail or demo mode may forget your channels. When setting up, choose **Home Use**.

When channels still go missing

Channels can move or change when the broadcaster alters the transmitter. Retune every few months. Missing channels after a retune can mean a weak signal.

Aerial problems in plain English

Your TV needs a good signal from the aerial on your roof or loft. Common problems:

- A loose or damaged lead between the aerial socket and the TV
- A faulty or old aerial, or one blown out of position by wind
- Poor weather, such as heavy rain or high pressure, which can briefly affect reception
- A signal booster or splitter that is faulty

Check the aerial lead is firmly screwed in at the TV and the wall socket. Try another lead. On recent TVs, **Settings > Support > Device Care > Self Diagnosis > Signal Information** may show signal strength.

Do not climb on the roof

Never go up a ladder or on the roof to fix the aerial. Use a registered aerial installer.

When to get more help

If a new lead and retune make no difference, ask a local aerial installer to check the aerial and wiring. Vision Tech can help you tell whether the fault is the aerial or the TV.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.